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TOWNSEND and TOWNSEND and CREW LLP

By: /Linda Shaffer/ Linda Shaffer

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: | Confirmation No. 8072

Calvin Wang et al.

Application No.: 10/687,219

Filed: October 15, 2003

For: ACTIONABLE MESSAGING

Customer No.: 51206

Examiner: Aaron N. Strange Technology Center/Art Unit: 2448

AMENDMENT

Mail Stop RCE Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Commissioner:

In response to the Final Office Action mailed November 9, 2009 on the abovereferenced application, please enter the following amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 10 of this paper.